

## I've Applied, Now What FAQ

\* Note: Only applicants who currently work for the federal government, are veterans or who meet one of the other Common Hiring Categories have access to My Status and My Job Interests.

### **Q: How will I know the Department of the Navy (DON) has received my resume or “Re-Use my Resume” submission?**

**A:** Applicants using the Apply Now process to apply will receive an E-mail message that their submission has been received and will have a notice posted in **My Notices**. Applicants submitting hard copy resumes will receive a written notice that their resume was received. No further action is required to receive consideration for the job opportunity announcement you applied to unless you are specifically contacted.

### **Q\*: When I receive an e-mail notice that my resume has been received, does that mean it is available to be reviewed immediately?**

**A:** No. The e-mail you receive is an Auto Reply that lets you know that the Department of the Navy received your resume. It still needs to be manually processed into the resume database. This can take up to 48 hours depending on whether it's a weekday or weekend. You can check the status of the processing of your resume by checking **My Job Interests**. **My Job Interests** pulls data directly from the resume databases. After your resume is submitted, it will first show that your resume is in process. Once received, it will be manually processed into the resume database. When this has been completed, **My Job Interests** will show your resume as active and will list job(s) you have applied to. This whole process can take up to 48 business hours.

### **Q: How long does it take to process my resume and put it into the resume database?**

**A:** Allow 48 business hours for processing of resumes. Requests to [Re-use your Resume](#) through the Apply Now process are immediately flowed to the database so there is no delay.

### **Q: Will I be notified if there is a problem in processing my resume?**

**A:** Yes. Applicants will be notified if their resume cannot be processed. This primarily applies to those resumes submitted via Hardcopy. Incomplete Additional Data Sheets, lack of appointment eligibility and incorrect formats are the most common reasons resumes are not processed.

### **Q: Will I receive a letter to let me know if I am not qualified for a position or not selected?**

**A\*:** No, for most positions we will not send out hardcopy status letters via U.S. mail once your resume has been received, unless you are selected. This is because this information is now available on-line under CHART through **My Notices**, **My Job Interests** and **My Status**.

### **Q: How will I know if I am being considered for the job opportunity announcement (s) that I applied for?**

**A\*:** If you received confirmation that your resume has been received then you are being considered every time a vacancy occurs for that job opportunity announcement. However, you can see a list of jobs you have applied to and are being considered for by checking **My Job Interests**. This on-line tool also allows you to request removal from consideration for a particular job opportunity announcement.

### **Q: I submitted a resume for a DE job opportunity announcement a week ago and it still reads “No Active Resume on file” under My Job Interests. Was my resume lost?**

**A\*:** No, be assured that your resume was received and was processed for that job. **My Job Interests** only shows resumes submitted for Open Continuous Announcements. Resumes submitted to other announcements, such as those with numbers that end in DE will not show. These announcements have special program requirements and necessitate the submittal of a separate and unique resume. Resumes submitted to DE announcements are reserved for use only with that announcement and as such, flow into

the resume database as “inactive”. Since it’s inactive, the message you get when you select **My Job Interests** is correct. Furthermore, information for these types of announcements will also not be displayed under **My Status**.

**Q: My resume has been processed. Does that mean that I’ve provided all the information necessary to qualify for jobs?**

**A:** No. The qualification determination process has not changed. Determination is made from the information in your resume and you are responsible for the correctness and completeness of the resume. Your resume must contain adequate information to make qualification, time in grade, and eligibility determinations for all the positions you have applied on. Applicants whose resumes do not provide the requisite information may be rated not qualified or may be qualified but not referred for selection consideration, as their resume does not show they are best qualified. In order to maximize your chances of being referred, make sure you provide complete data for periods of employment; including dates, title, series, and grades of positions held; date last promotion received for career ladder positions and ensure all additional data sheet answers are correct and complete. See [How to Prepare a Resume](#) for more information.

Examples of incomplete information include:

- An applicant who is a current civilian Navy employee who does not show that he is a current Navy employee on the Additional Data Sheet. This applicant would not be matched for a job in which the area of consideration is current Navy employees.
- An applicant who describes federal work experience but does not indicate the dates, title, series, or grade of this experience would be rated not qualified because there is not enough information on the resume to determine time in grade or quality level of experience.

**Q: Why was I not referred when I know I was qualified for the position?**

**A:** There are many reasons this could happen. These range from applicants making mistakes on their submission to how well the resume is written. The most common mistakes are:

Not completely answering the Additional Data Sheet (ADS) questions. When answering questions concerning your Hiring Category Eligibility make sure you answer all that apply. If you are a current Department of the Navy employee, you should be checking that you are also a Current Federal and Current DOD employee as well. Not checking these or any others you may be eligible for may result in missed consideration, as we do limit our review of candidates based on their hiring eligibility. See [Common Hiring Category Definitions](#) for more information.

Vague and nondescriptive resumes. We identify the best-qualified candidates to be referred for selection consideration based on [key skills](#) identified by the manager. If you have not identified these “key skills” in your resume then it is possible to be basically qualified for a position and not be referred. Many times applicants miss consideration when they are well qualified because they did not take the time to write a well-developed and detailed resume identifying their education, experience and training. See [How to Prepare a Resume](#) for more resume tips and information.

**Q: Who do I contact to ask questions relating to job qualifications?**

**A:** You should contact your local HRO. Please use the list of HRO websites and points of contact to find the information you need.

**Q: Can I request to be removed from consideration for a job?**

**A\*:** Yes. You can go on-line and request to be removed for consideration using **My Job Interests**. Simply locate the job announcement and click in the Remove box next to the job opportunity announcement. Your request will automatically be processed. If you don't have access to **My Job Interests**, then send a written request to Department of the Navy, Resume Intake Division, 525 B Street, Suite 600, San Diego CA 92101-4418. Provide your name, SSN and the job opportunity announcement number you wish to be removed from consideration on.

**Q: How long will my resume remain active?**

**A:** Your resume will remain active in our system until: (1) you are selected for a permanent position; (2) you retire; (3) you request your resume to be inactivated; (4) your resume expires; or, (5) we are unable to reach you by phone or mail because you failed to update your personal information.

**Q\*: When will my resume expire and can I extend it?**

**A:** Your resume is active for 6 months from date of submission. This date changes every time you submit a new resume. You may extend your resume 30 days prior to its expiration using **My Status**.

**Q\*: Will I be notified when my resume is near expiration?**

**A:** Yes. Thirty days prior to expiration, you will receive notification as well as the ability to extend your resume through **My Status**. To extend your resume, just click the Extend Resume Button. Don't have access to My Status? - Then extend your resume by sending a written request to the Department of the Navy, Resume Intake Division, 525 B Street, Suite 600, San Diego CA 92101-4418.

**Q\*: How can I get status on my application?**

**A:** Easy! We have two tools that provide applicants with resume status. **My Job Interests** provides a list of all the jobs you have applied to and the date applied. **My Status** provides information on what has happened to your resume for those jobs you were actively considered for and for which a list of candidates was sent to the manager for selection consideration.

**Why don't I see any information under My Status?**

**A:** **My Status** provides information on actual vacancies you were considered for filled under a particular job opportunity announcement. **My Status** will only show when 1) the manager requests to fill a vacancy, and 2) a list of candidates has been sent to the manager for selection consideration, and 3) you were matched and considered for the vacancy. Furthermore, resumes submitted to announcement that end in DE, DH, IN or NR will not show up under **My Status** as these resumes are treated differently. **My Status** does not provide you information on which jobs you have applied to, this information is available under **My Job Interests**. If you don't see any information under **My Status**, check **My Job Interests**.

**Q: Why don't I see My Status or My Job Interests on the CHART Home Page?**

**A:** Only applicants who currently work for the federal government, are veterans or who meet one of the other Common Hiring Categories have access to **My Status** and **My Job Interests**

**Q. Can I get a copy of my resume?**

**A:** No. However, when you submit your resume electronically using our **Apply Now** process, you will be e-mailed a copy of your resume if you input a valid E-mail address. In addition, your resume is stored on line in **My Resume**, the resume builder. Simply access **My Resume** and print or copy/paste the resume into an electronic document.

**Q. I've been selected for a position! What can I expect?**

**A:** Depending on if you already work for the activity or are serviced by the HRSC you may be required to provide additional information to validate your hiring eligibility. See our [Common Hiring Category Definitions](#) for the types of documents you may be required to submit. In addition, you may also need to complete new hire information. Regardless of your hiring status, you should receive a letter via U.S. mail verifying your selection, the position, location, pay, benefits and start date. This letter should provide you further instructions and remind you that if you have been selected for a permanent position, you will need to submit an updated resume and ADS for any vacancy announcements you wish to continue to receive consideration for.

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